

VOLUME 11, ISSUE 15

January 2006

A publication providing information and items of interest to California Healthy Families and Medi-Cal Enrollment Entities, Certified Application Assistants, families, and participating health plans.

Inside this issue:

NSLP	1
Payment Options	2
Online Payment Tracking	2
Marketing Materials	3
CAA Resources	3
Reimbursement Denials	4
New EEs	5
Del Norte Clinics	6
Family Sponsorships	6
Accelerated Enrollment	7
Premium Reevaluation	7
Reimbursement Research	8
Quick Reimbursements	8
Reference Information	9
New CAAs	10

If you have a story idea you would like to share or comments about this newsletter, please contact us.

EE/CAA Help Desk
1-800-279-5012

Email
hfnewsletter@maximus.com

Website
<http://www.healthyfamilies.ca.gov>

National School Lunch Program Making Healthcare Easier to Access

Beginning in 2003, school districts were authorized to participate in a statewide program to determine temporary Medi-Cal eligibility for a child, based on the child's participation in the National School Lunch Program (NSLP). The program, called Express Enrollment, began July 1, 2003, with participating school districts located in five counties.

During Fiscal Year 2004-2005, school districts in nine counties participated in the Express Enrollment project. Through Express Enrollment, the School Lunch Program was discovered to be

an excellent avenue for reaching uninsured children and enrolling them in Medi-Cal. The NSLP improves efforts to get children enrolled in health care and saves time and resources for counties and schools. More recently, Senate Bill 1196 expanded the NSLP Express Enrollment process to include the Healthy Families Program (HFP). The law authorizes counties to share the NSLP application and supplemental information with the HFP or with county or local-sponsored health insurance

programs if the child is determined ineligible for full-scope, no share of cost Medi-Cal. This creates easier access to health insurance for children enrolled in the National School Lunch Program.

The NSLP expansion links Express Enrolled children not eligible for full-scope Medi-Cal to a program for which they are eligible: Healthy Families or an appropriate county or local-sponsored insurance program. This provision saves the county from manually mailing these families a Healthy Families application and saves families the time and effort



of filling out a new application. The bill also requires schools to notify a family when their child is not eligible for temporary Medi-Cal through Express Enrollment. At the same time, schools can let them know that they may be eligible for full-scope Medi-Cal, Healthy Families, or an available county or local-sponsored health insurance program.

The new bill also allows counties to share information with the school on the names and contact information of

See NSLP, page 5

Easy Ways to Make a Payment and Get a Discount

The California Healthy Families Program (HFP) offers several payment options to applicants to assist in making the payment process for premiums as easy as possible. The majority of payments are made through the program's post office box, also known as a "lockbox". A payment is mailed by the applicant in the form of a check or money order and delivered to our lockbox operations where it is processed by Financial Operations. It is very important to note that no cash should be sent through the mail to the post office box. Payments can also be made at Western Union "Quick

Collect" sites throughout the State. There are over 600 sites throughout California where applicants can make their premium payments in cash. For more information about Western Union locations, call 1-800-CALL-CASH. Applicants can sign up for payment deduction through Electronic Funds Transfer (EFT). This process allows an applicant to sign up for a monthly withdrawal against their specified checking or savings account for their

premium payment. When an applicant signs up for EFT, they receive a 25% discount for payments, so if a monthly premium is normally \$10.00, the account is only debited in the amount of \$7.50. This process uses secure transmission of account information between the HFP and the

bank where all of the data is encrypted and transmitted through secure connections.

No cash should be sent through the mail to the post office box.



Initial payments can be made through the Health-e-App website using VISA, Master Card, online personal checks or EFT. For ongoing payments, applicants can contact the automated voice response system and make their monthly premium payment by calling 1-888-256-6167. This process also uses secure transmission and encryption of financial data.

Check your CAA Payment Online

For your convenience, the Healthy Families Program has created an easy-to-use online system to provide you with details on each of your application assistance payments. Payment Status Reports are available to all Enrollment Entities (EEs) on a monthly basis through the Health-e-App website. To set up an account, contact the Health-e-App Help Desk at 1-866-861-3443. Staff are available to

assist Monday through Friday from 8:00 a.m. to 8:00 p.m. and Saturday 8:00 a.m. to 5:00 p.m. (excluding holidays). In order to receive a paper copy of the monthly reports, each EE is required to fill out and mail a report request form to: Healthy Families: EE/CAA Liaisons, 625 Coolidge Dr., Suite 100, Folsom, CA 95630. Forms are available in the CAA

Resources section of the Healthy Families Website at www.healthyfamilies.ca.gov.

Access to the
Health-e-App Website
www.healtheapp.net
Health-e-App Help Desk
1-866-861-3443

Marketing Materials Update

The Healthy Families Program website provides access to marketing materials for the Healthy Families and Medi-Cal for Families Programs for Enrollment Entities (EEs) and Certified Application Assistants (CAAs). The website contains an order form which can be downloaded and faxed in to order materials. Currently, the only remaining marketing materials available are the tear-off display pads and display stands.

There are approximately 76,000 tear-off display pads and 27,000 display stands left at this time. Persons interested in obtaining these materials are encouraged to order as soon as possible from the remaining inventory by using the Marketing Materials Order Form. This form can be downloaded by going to the Informa-

tion for EEs and CAAs link on the HFP Homepage. From the For Certified Application Assistants (CAAs) and Enrollment Entities (EEs) page under CAA Resources, select the Marketing Materials Order Form link.

The inventory of the Customized Ethnic Print Ads, Full Color Mini-Posters, Full Color Brochure, Panel Cards, and Ask Here Cards have been depleted and are no longer available.

Notice of Correction

From time to time, the newsletter will print something that needs a correction. If you spot a mistake that should be addressed, please contact: hfnewsletter@maximus.com

Helpful EE/CAA Resources

Help desk for EEs and CAAs

Healthy Families offers a help desk for Enrollment Entities and Certified Application Assistants who are interested in training or updating their registration information. The help desk also provides basic information regarding eligibility. If you wish to contact the EE/CAA Help Desk, please call 1-800-279-5012 between 8:30 a.m. and 5:00 p.m. or send an e-mail to ee-caalialison@maximus.com.

HFP Website -CAA Section

Important Healthy Families Program changes, newsletter archive, Health-e-App information, CAA reference manual, CAA tutorial refresher, citizenship and immigration information, ITP forms, CAA training, and EE reimbursement information can be found in the CAA

section of the HFP Website. The CAA section of the HFP website can be accessed at: www.healthyfamilies.ca.gov/english/caa/caa_ee.html

Health-e-App website

This site is dedicated to helping California's Enrollment Entities, Certified Application Assistants, eligibility workers, and counties use Health-e-App, the online application for Healthy Families and Medi-Cal for Children. The site can be accessed at: www.dhs.ca.gov/health-e-App/

Health-e-App Toll Free line

For technical support with Health-e-App, call the Health-e-App Help Desk, toll-free line from 8:00 a.m. to 8:00 p.m., Monday-Friday 1-866-861-3443.

Need Supplies of HFP Enrollment and Marketing Materials?

Please access the order form through the Medi-Cal website at www.dhs.ca.gov/mcs/med-calhome/HFApp.htm.

How do I place an order?

There are three ways that you can place an order for materials. The options are on the order form:

1. By E-mail to MCPUBS@DHS.CA.GOV
Use subject line: HFP and Medi-Cal Materials
2. By fax to 1-916-552-9478
Use subject line: HFP and Medi-Cal Materials

3. By regular mail to
Use subject line: HFP and Medi-Cal Materials
1501 Capitol Avenue, MS 4600
P.O. Box 942732
Sacramento, CA 94234-7320

When will I receive my order?

You will receive your enrollment and training materials in 5 to 7 working days. Marketing Materials may take up to 5 weeks to receive.

Who do I contact about my order?

Email to MCPUBS@DHS.CA.GOV.

Why Didn't I Receive My Reimbursement?

Since the Enrollment Entity (EE) and Certified Application Assistant (CAA) Reimbursement program restarted in July of 2005, the Healthy Families Program (HFP) has received thousands of assisted applications from Enrollment Entities throughout the state. Many of these applications have led to the successful enrollment of children into the Healthy Families Program and the Medi-Cal for Families Program. In fact, nearly \$1

million dollars has been paid in reimbursements to EEs.

In order to increase the number of successful reimbursements to community partners, the HFP would like to share the most common reasons that a reimbursement is not granted. The chart below details the denial reasons by percentages:

Twenty percent of all potentially eligible reimbursements that are not granted are due to the

Enrollment Entity having an expired Invitation to Participate (ITP) on file with HFP. We encourage EEs with an expired or soon to expire ITP form to submit their ITP renewal form in order to continue their eligibility for reimbursements. The forms can be found at: <http://www.healthyfamilies.ca.gov/English/caa/itp.htm>.

Nearly nineteen percent of all reimbursements are not granted are due to certain information not being

marked on section nine and ten of the application (including the CAA Number, the CAA Signature, the applicant signature, etc.)

When completing the application, it is important to include all information from section nine and ten. Also, make sure that this information is written or typed clearly and accurately so that the HFP staff can easily read the information and give the EE credit for the application or Annual Eligibility Review.

Reimbursement Denial Reasons and Percentages

The Enrollment Entity's Invitation to Participate had expired	20%
The Certified Application Assistant did not sign the application	10%
The HFP could not read (illegible) or validate the Certified Application Assistant number written on the application	9%
An Add-A-Person, Premium Re-evaluation or Medi-Cal application was submitted; these forms are not eligible for reimbursements	6%
The Certified Application Assistant number was missing from the application	5%
The applicant did not sign the application	4%
The Certified Application Assistant was not linked to the Enrollment Entity that they indicated on the application	3%
An application was received and processed prior to the Enrollment Entity becoming eligible for reimbursements	2%
The Certified Application Assistant number marked on the application was discontinued by EE	1%
The application had already been reimbursed within the past 12 months	1%

National School Lunch Program: *How does it work?*

Express Enrollment authorizes school districts, at their option, to modify the NSLP application to request additional information needed to make a Presumptive Eligibility (PE) determination for Medi-Cal and to request consent for the school district to share the NSLP application with the designated school staff and then forward the application to the county to finalize the Express Enrollment process to make an eligibility determination for Medi-Cal.

Express Enrollment begins when a child applies for the NSLP at a participating school. If the school determines that the child is eligible for free or reduced meals and the parent/guardian signs the consent to share information with the local Medi-Cal office, the school uses a simplified income calculation to determine PE for the child. PE provides temporary full-scope Medi-Cal benefits for the child until the county completes a Medi-Cal determination. The 45-day Medi-Cal processing period begins on the date the county receives the NSLP application from the school. If the child is determined ineligible for full-scope, no share of cost Medi-Cal, and they have provided consent for their application to be forwarded, the application is sent to the HFP and considered for eligibility.

NSLP *cont'd from page 1*

the families who have yet to send back the follow-up form so that schools can help those families complete the Medi-Cal application process.

NSLP applications distributed to schools after July 31, 2005, were modified to allow an applicant to authorize their application to be forwarded by the

county to the HFP.

Participating counties and school districts include Del Norte, Fresno, Los Angeles, Mendocino, San Diego, San Luis Obispo, San Mateo, Santa Clara, and Siskiyou. As of the time of this article, applications have been forwarded from Fresno, LA, and San Diego Counties.

Welcome New Enrollment Entities!

Family Dentistry of San Fernando
Quiero Insurance Services
Su Familia Insurance Services
Anne Wen Cheng
ProHealth Research
Child Action, Inc.
East County Pregnancy Care Clinic
Healthy Kids Insurance Services
Wilber & Associates
SCH & A
Hughson Family Resource Center, Inc.

EE Highlight Del Norte Clinics

Del Norte Clinics, Inc. (DNCI) Community Health Program provides all local DNCI communities with health care information, preventive education, and referrals to health and social service agencies. The program coordinates community involvement in which medical and dental screenings are offered at community health fairs, events, and local schools. Most importantly, the program provides free application assistance for the Healthy Families Program, Medi-Cal, CMSP, Access for Infants and Mothers, and Presumptive Eligibility for pregnant women under the State's Medi-Cal program.



Staff from Del Norte Clinics work at a booth for a local Health Fair last summer.

DNCI's Community Health Program has provided application assistance for the Healthy Families and Medi-Cal for Families programs since 1998. The five dedicated Certified Application Assistants

have helped more than 5,000 families in Butte, Glen, Colusa, Yuba, and Sutter counties enroll in low-cost or no-cost health insurance.

Want to Do Something Special for Families in Need This Holiday Season? Consider a Family Contribution Sponsorship

The holidays are a perfect time to think about those less fortunate and decide to make a difference in their lives.

One of the most important ways someone can contribute to a family's peace of mind is by giving the gift of quality, reliable healthcare for their children. Family Contribution Sponsors help families enroll their children in the Healthy Families Program (HFP) by paying a year's worth of premiums in advance for the family. Families may be sponsored

for any 12-month period. The cost for one child may be as low as \$4; the most charged to any family is \$45 per month. To sponsor a family, individuals or entities must register with and be approved by the HFP. To register as a Family Contribution Sponsor, a Family Contribution Sponsor Registration Form must be completed and returned. The HFP will review the application

to ensure that the interested individual or entity meets the basic requirements outlined in application and the HFP

The Family Contribution Application can be obtained by visiting the Healthy Families Website at <http://www.healthyfamilies.ca.gov/English/sponsorship.html>

website. Once approved, an ID number will be assigned and an acceptance letter will be mailed with the Sponsorship Payment Form.

To sponsor more than one family, a separate payment form and a separate payment must be submitted for each family.

The Family Contribution Application can be obtained by visiting the Healthy Families Website at <http://www.healthyfamilies.ca.gov/English/sponsorship.html> or by calling 1-800-880-5305, Monday to Friday, 8:00 a.m. to 8:00 p.m., or on Saturday, 8:00 a.m. to 5:00 p.m. The call is free.

The SPE Process and Accelerated Enrollment

The Single Point of Entry (SPE) process allows applications to be sent to a single place for a screening of eligibility for Healthy Families or no-cost Medi-Cal. The SPE screening may take up to four days. During this time:

- The Healthy Families



Program receives the applications and deposits premium payments into a State account

- A Family Member Number (FMN) is assigned to each application.
- All data is entered into the Healthy Families database.
- The applications are screened for no-cost Medi-Cal or Healthy Families.

If the children appear eligible for Healthy Families, their applications will be processed by the Healthy Families Program and they will receive a welcome letter and call letting them know that they qualify for the program.

If children are screened to no-cost Medi-Cal and have authorized their applications to be forwarded to Medi-Cal, their applications are forwarded to their county Department of Social Services. It is important to remember that the applicant must provide a positive response to question 16 of the application to indicate authorization for

Medi-Cal. The children may be enrolled in Medi-Cal Accelerated Enrollment (AE) by SPE so they can begin accessing healthcare services as of the first day of the month in which the application is received at SPE. The Medi-Cal card that is received as a result of AE is temporary. After the application is forwarded to the county

Department of Social Services, the county reviews the information to make a final determination. If the children are determined by the county to be eligible for no-cost Medi-Cal, notification will be mailed to the children's

home. The local county Department of Social Services' determination of no-cost Medi-Cal eligibility may take up to 45 days from the date the applications are received at the Healthy Families Program.

You Could be Eligible for a Lower Premium

If your income or deductions have changed, you might be eligible for a lower premium amount. To find out if the Healthy Families Program can lower your monthly premiums, please fill out the Premium Re-evaluation Form located online at http://www.healthyfamilies.ca.gov/English/Publications/HF_FM_150_EN.pdf.

- You will need to send proof of your income and deductions with the form.
- If you have any questions about the form, call Healthy Families: 1-888-673-4469, Monday to Friday, 8:00 a.m. to 8:00 p.m., or on Saturday from 8:00 a.m. to 5:00 p.m. The call is free.

Mail or fax the form to Healthy Families.

Mail the form, proof of income papers, and proof of deduction papers to:

Healthy Families
P.O. Box 138010
Sacramento, CA 95813-8010

Or, you can fax the form and papers to:

Fax: 1-866-848-4975. The fax number is free. Please write your Family Member Number on each page you send.

Contribute to the Healthy Families Program Newsletter

This newsletter is only as good and useful as the information we receive. If you have a story idea, correction, or concern about anything you read in this newsletter, please don't hesitate to contact us at:

hfnewsletter@maximus.com

Please try to keep story submissions brief and related to the California Healthy Families or Medi-Cal for Families Program(s).

Want a Quick Reimbursement?

The Healthy Families Program wants to make sure that we are able to process your reimbursement request as quickly as possible. To assist us with this, please ensure that the following information is clearly typed on each application (section 9 of the joint application and section 10 of the AER application): Enrollment Entity (EE) number; Certified Application Assistant (CAA) number; Applicant signature and date; and

CAA signature and date. If any of the above information is missing, it may cause a delay in the reimbursement to the EE. Information that is written illegibly could also cause denials in the processing of the payment request.

When is the Best Time to Call? Applicants looking to receive the fastest access to the HFP Call Center (1-866-848-9166)

should try calling during non-peak times:

Good.....Weekdays after 11:00 a.m.

Better.....Weekdays after 6:00 p.m.

Best.....Saturdays 8:00 a.m. to 5:00 p.m.

The Call Center is open:

Monday through Friday from 8:00 a.m. to 8:00 p.m.

Saturday from 8:00 a.m. to 5:00 p.m.



How to Request Research on a Reimbursement Request

The Healthy Families Program (HFP) has reinitiated payments to Enrollment Entities (EE) for their assistance in helping families complete the Joint HFP and Medi-Cal for Families Application. If for some reason an EE was denied payment for an application, they can submit a request to have the denial reviewed. When sending in reimbursement research request(s), follow the guidelines listed below: All reimbursement research request(s) must be submitted by the EE's authorized contact person(s) only. Utilize all available resources before sending in reimbursement research request. This could include verifying a family's eligibil-

ity status through the IVR system at 1-866-848-9166 or contacting the family directly to see if they have received notification of eligibility or missing information.

Please do not send in reimbursement research request(s) for "pending" cases. If there is a change in case status, the next month's report will reflect this change.

Double check the Monthly Payment Report to verify that the case has not been paid previously.

Please wait for the Monthly Payment Report before sending in reimbursement research request(s) to verify that an application has been received. For example, an application signed and mailed in February may not be reflected in the February Monthly Payment Report if the application was received in March. Requests will take an average of five business days.

Fax all requests to 1-916-673-4500, or mail to Healthy Families Program; 625 Coolidge Drive, Folsom, CA 95630, attention Mark Dandeneau.

Important Reference Information

Must-Have Contact Numbers and Websites

Medi-Cal and Healthy Families (Single Point of Entry) Information Line

1-800-880-5305

Monday through Friday, 8:00 a.m. to 8:00 p.m.
Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

Applicants may call this number to:

- Ask specific questions about joint mail-in applications
- Request an application or apply by phone
- Check the status of an application

Medi-Cal for Families and Healthy Families Outreach Information Line

1-888-747-1222 or email: HealthyFamilies@MAXIMUS.com

Monday through Friday, 8:00 a.m. to 8:00 p.m.
Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

Anyone may call this number to:

- Ask general questions about the Medi-Cal and Healthy Families Programs
- Request an application
- Find a CAA in their area

Healthy Families Membership Line

1-866-848-9166 or email: HealthyFamilies@MAXIMUS.com

Monday through Friday, 8:00 a.m. to 8:00 p.m.
Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

Healthy Families subscribers may call to:

- Ask questions about their Healthy Families coverage
- Report a change of address
- Report changes in family size
- Add a child to Healthy Families
- Register an AIM-linked infant

EE and CAA Help Desk Line

1-800-279-5012 or email: ee-caalialison@MAXIMUS.com
Monday through Friday, 8:30 a.m. and 5:00 p.m. (Closed weekends)

CAAs and others may call this number to:

- Find out about CAA training
- Update their registration information
- Ask basic questions regarding eligibility

Healthy Families Website

<http://www.healthyfamilies.ca.gov>

Anyone may use this website to:

- Research general questions about the Medi-Cal and Healthy Families Programs
- Download a copy of the joint application
- Find a CAA in their area

Health-e-App Help Desk

1-866-861-3443 or email: HFHeA@MAXIMUS.com

Monday through Friday, 8:00 a.m. to 8:00 p.m.
Saturday, 8:00 a.m. to 5:00 p.m. (Closed Sunday)

Health-e-App Users may call to:

- Establish accounts (EEs may do this)
- Ask questions about HeA
- Report any problems using HeA
- Reset expired passwords

Access for Infants and Mothers (AIM) Website

1-800-443-2611 or <http://www.aim.ca.gov>

Anyone may use this website to:

- Research general questions about the AIM Program
- Download a copy of the AIM application

Welcome New Certified Application Assistants!

America Aceves	Michele Datuin	Tanya Jimmo	Munira Rahman
Robert Aguilar	Karen Davies	Danica Johnson	Karla Rivera
Esperanza Aleman	Joan Delamarian	Maral Kaynakian	Gloria Saldana
Dennise Alonso	Elizabeth Delgadillo	William Kuoy	Josie Sanchez
Janice Alonso	Geeia Dexter	Edward Kuoy	Tina Sang
Angelica Andrade	Marlene Dominguez	Laura Kwan	Helen Shiguiyama
Dianna Andrade	Deborah Durbin	Fannade Lam	Susan Slagell
Alba Andrade	George Ekita	Lina Lee	Sara Stewart
Maria Arroyo	April Escobedo	Johnny Lin	Laura Suarez
Alfonso Ayala	Nancy Espinoza	Reyna Lopez	Roy Sushmita
Sara Baumann	Miguel Flores	Ignacia Lopez	Serita Swancy
Kimberly Brown	Anali Flores	Emilie Lui	Martha Torres
Maribel Cabrera	Beatriz Franco	Revana Lukman	George Torres
Rosio Calderon	Sue Fu	Olivia Lutz	Myrna Torresdey
Nannette Callo	Monica Garcia	Quincy Ly	Carolina Tovar
Alicia Camacho-	Veronica A. Garcia	Guadalupe Macias	Connie R Trejo
Rodriguez	Teresa Garcia	Samantha Magdaleno	Monica Valdez
Mayra Candelas	Antonio Garcia	Mirian Marin	Aurora Vazquez
Rosie Cansimbe	Alejandrro Gaytan	Esmeralda Martinez	Monica Vega
Thuy Cao	Jennifer Gideon	Nelson Mejia	Ram Verma
Lily Caravello	Gagandeep Gill	Lisa Meneshian	Gayee Vue
Gabriela G. Carrillo	Jannette Gomez	Indu Michael	Emily Wang
Terri Carter	Maria Gomez	Franci Miranda	Joyce Wei
Jaime Castillo	Karla Gomez Black	Brandi Missouri	Teressa Williamson
Nancy Cecena	Ana Gonzalez	Katie Monahan	Jing Xue
Gladys Cervantes	Mary Gorman	Ofelia Montoya	
Jenny Chang	Marc Gunderson	Shohreh Mousavi	
Roy Chao	Edgar Guzman	Emily Ngo	
Wendy Chen	Crystal Hardiman	Malia Nguyen	
Yilin Chiou	Marilyn Hays	Lori Ochoa	
Thelma Choza	Rosa Hernandez	Laura Ortiz	
Lynda Christy	Aurelia Hernandez	Brittany Pace	
Silvia Cobian	Cristina Herrera	Maria Penaloza	
John Coffin	Kelly Hill	Jammie Peng	
Natalie Combs	Tiffany Hoffman	Daniel Perez	
Susana Contreras	Brian Hsieh	Rhonda Perkins	
Maria Corona	Pat Huffman	Lindsay Phillips	
Miriam Coronado	Cephas Hurr	Iker Quilez	
Miguel Cruz	Vanessa Isiaka	Carlos Quilez	